



**County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES**

425 Shatto Place, Los Angeles, California 90020
(213) 351-5602

PHILIP L. BROWNING
Director

BRANDON NICHOLS
Chief Deputy Director

Board of Supervisors

HILDA L. SOLIS
First District

MARK RIDLEY-THOMAS
Second District

SHEILA KUEHL
Third District

DON KNABE
Fourth District

MICHAEL D. ANTONOVICH
Fifth District

September 30, 2016

To: Supervisor Hilda L. Solis, Chair
Supervisor Mark Ridley-Thomas
Supervisor Sheila Kuehl
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

**THE DANGERFIELD INSTITUTE OF URBAN PROBLEMS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW**

The Department of Children and Family Services (DCFS) Contracts Administration Division (CAD) conducted a Contract Compliance Review of The Dangerfield Institute of Urban Problems Foster Family Agency (the FFA) in January 2016. The FFA has one office in the Second Supervisorial District and provides services to the County of Los Angeles DCFS placed children. According to the FFA's Program Statement, its stated purpose is "to promote reunification of families and siblings. This goal continues through to the enabling of all children to reach their maximum emotional, social, educational and developmental potential through the provision of a comprehensive inter-disciplinary child development approach. Empowering families through positive parent/professional role models and providing its target population and extended families with counseling, therapy and training is an added benefit."

At the time of the review, the FFA supervised 22 placed children in 11 Certified Foster Homes (CFHs). The children's overall average length of placement was 12 months and their average age was nine.

SUMMARY

During CAD's Contract Compliance Review, the interviewed children generally reported: feeling safe in the FFA CFHs; having been provided with good care and appropriate services; being comfortable in their placement environment; and treated with respect and dignity. The Certified Foster Parents (CFPs) reported being supported by the FFA staff in their efforts to provide care, supervision and service delivery to the children placed in their homes.

The FFA was in full compliance with 7 of 10 applicable areas of CAD's Contract Compliance Review: Certified Foster Homes; Facility and Environment; Education and Workforce Readiness; Health and Medical Needs; Personal Rights and Social/Emotional Well-Being; Discharged Children; and Personnel Records. Psychotropic Medication was not applicable as no placed children were prescribed psychotropic medication.

CAD noted deficiencies in the areas: Licensure/Contract Requirements, related to a lack of runaway procedures being maintained; Maintenance of Required Documentation and Service Delivery, related to not obtaining the DCFS Children's Social Worker's authorization to implement Needs and Services Plans (NSPs); and Personal Needs/Survival and Economic Well-Being, related to four children not having a Life Book or Photo Album.

Attached are the details of CAD's review.

REVIEW OF REPORT

On February 18, 2016, Christopher Jarosz, DCFS CAD and Elizabeth Villalobos, DCFS Out-of-Home Care Management Division, held an exit conference with the FFA representatives: Elouise Dangerfield, Executive Director, Lorrie Irving, Assistant Executive Director and Sumaiya B. Morris, Agency Social Worker. The FFA representatives agreed with the review findings and recommendations; were receptive to implementing systemic changes to improve the FFA's compliance with regulatory standards; and to addressing the noted deficiencies in a Corrective Action Plan (CAP).

A copy of this compliance report has been sent to the Auditor-Controller and Community Care Licensing.

The FFA provided the attached approved CAP addressing the recommendations noted in this Contract Compliance report.

If you have any questions, your staff may contact me or Aldo Marin, Board Relations Manager at (213) 351-5530.

PLB:KR
LTI:cj

Attachments

c: Sachi A. Hamai, Chief Executive Officer
John Naimo, Auditor-Controller
Public Information Office
Audit Committee
Elouise Dangerfield, Executive Director, The Dangerfield Institute of Urban Problems
Lenora Scott, Regional Manager, Community Care Licensing Division
Lajuannah Hills, Regional Manager, Community Care Licensing Division

**THE DANGERFIELD INSTITUTE OF URBAN PROBLEMS
FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW SUMMARY**

**4738 11th Avenue
Los Angeles, CA 90043
License Number: 197800209**

	Contract Compliance Review	Findings: January 2016
I	<u>Licensure/Contract Requirements</u> (7 Elements) <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. Timely, Cross-Reported SIRs 3. Runaway Procedures in Accordance with the Contract 4. Are there CCL Citations/OCHMD Safety Reports 5. If Applicable, Foster Family Agency (FFA) Ensures Complete Required Whole Foster Family Home Training (WFFH) 6. FFA Pays Certified Foster Parents (CFP) WFFH Payments 7. FFA Conducts an Assessment of CFP Prior to Placement of Two or More Children 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Improvement Needed 4. Full Compliance 5. Full Compliance 6. Not Applicable 7. Full Compliance
II	<u>Certified Foster Homes</u> (12 Elements) <ol style="list-style-type: none"> 1. Home Study and Safety Inspection Conducted Prior to Certification 2. Agency's Inquiry with OHCMD for Historical Information Prior to Certification 3. Timely Criminal Clearances from Federal Bureau of Investigation (FBI), California Department of Justice (DOJ), Child Abuse Central Index (CACI), Prior to Certification 4. Timely, Completed, Signed Criminal Background Statement 5. Health Screening and Tuberculosis (TB) Test Prior to Certification 6. All Required Training Prior to Certification 7. Certificate of Approval on File Including Capacity 8. Safety Inspection Completed At Least Every Six Months or Per Approved Program Statement 9. Completed Annual Training Hours for Re-certification and Current CPR/First-Aid/Water Safety Certificates 10. Current Driver's License/Auto Insurance/Annual Vehicle Maintenance Documentation for CFPs and Designated Drivers 	<p style="text-align: center;">Full Compliance (All)</p>

THE DANGERFIELD INSTITUTE OF URBAN PROBLEMS FOSTER FAMILY AGENCY
 CONTRACT COMPLIANCE REVIEW
 PAGE 2

	11. Criminal Clearances and Health Screening/DL/CPR/FBI/DOJ/CACI/Auto Insurance for Other Adults in the Home 12. FFA Assists CFPs in Providing Transportation Needs	
III	<u>Facility and Environment</u> (7 Elements) 1. Exterior/Grounds Well Maintained 2. Common Areas Well Maintained 3. Children's Bedrooms/Interior Well Maintained 4. Sufficient and Appropriate Educational Resources 5. Adequate Perishable and Non-Perishable Food 6. CFP Conducted Disaster Drills and Documentation Maintained 7. Money and Clothing Allowance Logs Maintained	Full Compliance (All)
IV	<u>Maintenance of Required Documentation and Service Delivery</u> (10 Elements) 1. FFA Obtains or Documents Efforts to Obtain DCFS Children's Social Worker's (CSW's) Authorization to Implement Needs and Services Plans (NSPs) 2. CFPs Participated in Development of the NSPs 3. Children Progressing Towards Meeting NSP Goals 4. FFA Social Workers Develop Timely, Comprehensive Initial NSPs with the Child's Participation 5. FFA Social Workers Develop Timely, Comprehensive Updated NSPs with the Child's Participation 6. Therapeutic Services Received 7. Recommended Assessment/Evaluations Implemented 8. DCFS Children's Social Workers Monthly Contacts Documented in the Child's Case File 9. FFA Social Workers Develop Timely Comprehensive Quarterly Reports 10. FFA Social Workers Conduct Required Visits	1. Improvement Needed 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance

THE DANGERFIELD INSTITUTE OF URBAN PROBLEMS FOSTER FAMILY AGENCY
 CONTRACT COMPLIANCE REVIEW
 PAGE 3

V	<u>Education and Workforce Readiness</u> (5 Elements) <ol style="list-style-type: none"> 1. Children Enrolled in School Within Three School Days 2. Children Attend School as Required and FFA Facilitates in Meeting Children's Educational Goals 3. Current Children's Report Cards/Progress Reports Maintained 4. Children's Academic Performance and/or Attendance Increased 5. FFA Facilitates Child's Participation in Youth Development Services (YDS) or Equivalent Services and Vocational Programs 	Full Compliance (All)
VI	<u>Health and Medical Needs</u> (4 Elements) <ol style="list-style-type: none"> 1. Initial Medical Exams Conducted Timely 2. Follow-up Medical Exams Conducted Timely 3. Initial Dental Exams Conducted Timely 4. Follow-up Dental Exams Conducted Timely 	Full Compliance (All)
VII	<u>Psychotropic Medication</u> (2 Elements) <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review 	Full Compliance (All)
VIII	<u>Personal Rights and Social/Emotional Well-Being</u> (10 Elements) <ol style="list-style-type: none"> 1. Children Informed of Agency's Policies and Procedures 2. Children Feel Safe in the CFP Home 3. CFPs' Efforts to Provide Nutritious Meals and Snacks 4. CFPs Treat Children with Respect and Dignity 5. Children Allowed Private Visits, Calls and to Receive Correspondences 6. Children Free to Attend or Not Attend Religious Services/Activities of Their Choice 7. Children's Chores are Reasonable 8. Children Informed About Their Medication and Right to Refuse Medication 9. Children Aware of Right to Refuse or Receive Medical, Dental and Psychiatric Care 10. Children Given Opportunities to Participate in Extracurricular Activities, Enrichment and Social Activities at the CFH, School and Community 	Full Compliance (All)

THE DANGERFIELD INSTITUTE OF URBAN PROBLEMS FOSTER FAMILY AGENCY
 CONTRACT COMPLIANCE REVIEW
 PAGE 4

IX	<u>Personal Needs/Survival and Economic Well-Being</u> (7 Elements) <ol style="list-style-type: none"> 1. Clothing Allowance Provided in Accordance with FFA Program Statement 2. Ongoing Clothing Inventories of Adequate Quantity and Quality 3. Children Involved in the Selection of Their Clothing 4. Provision of Sufficient Supply of Clean Towels and Personal Care Items Meeting Ethnic Needs 5. Minimum Weekly Monetary Allowances 6. Management of Allowance/Earnings 7. Encouragement and Assistance with a Life Book or Photo Album 	<ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Improvement Needed
X	<u>Discharged Children</u> (3 Elements) <ol style="list-style-type: none"> 1. Completed Discharge Summary 2. Attempts to Stabilize Children's Placement 3. Child Completed High School (if applicable) 	Full Compliance (All)
XI	<u>Personnel Records</u> (9 Elements) <ol style="list-style-type: none"> 1. Criminal Clearances (FBI, DOJ, CACI) Signed and Submitted Timely 2. Timely, Completed, Signed Criminal Background Statement 3. FFA Social Workers Met Education/Experience Requirements 4. Timely Employee Health Screening/TB Clearances 5. Valid Driver's License and Auto Insurance 6. FFA Employees Signed Copies of FFA Policies and Procedures 7. FFA Employees Completed All Required Training and Documentation Maintained 8. FFA Social Workers Have Appropriate Caseload Ratio 9. FFA Maintained Written Declarations for Part-Time Contracted FFA Social Workers Caseloads Not to Exceed a Total of 15 Children 	Full Compliance (All)

**THE DANGERFIELD INSTITUTE OF URBAN PROBLEMS
FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
FISCAL YEAR 2015-2016**

SCOPE OF REVIEW

The following report is based on a "point in time" review. This compliance report addresses findings noted during the January 2016 review. The purpose of this review was to assess The Dangerfield Institute of Urban Problems Foster Family Agency's (the FFA's) compliance with its County contract and State regulations and included a review of the FFA's Program Statement, as well as internal administrative policies and procedures. The compliance review covered the following 11 areas:

- Licensure/Contract Requirements,
- Certified Foster Homes,
- Facility and Environment,
- Maintenance of Required Documentation and Service Delivery,
- Education and Workforce Readiness,
- Health and Medical Needs,
- Psychotropic Medication,
- Personal Rights and Social/Emotional Well-Being,
- Personal Needs/Survival and Economic Well-Being,
- Discharged Children, and
- Personnel Records.

For the purpose of this review, six placed children were selected for the sample. The Contracts Administration Division (CAD) interviewed each child and reviewed their case files to assess the care and services the children received. During the home visits, the children were observed to be comfortable and well cared for in the Certified Foster Homes (CFHs) and their Certified Foster Parents (CFPs) were observed to be responsive to the children's needs. Additionally, five discharged children's files were reviewed to assess the FFA's compliance with permanency efforts. At the time of the review, the placed children were not prescribed psychotropic medication.

CAD reviewed two CFP files and five staff files for compliance with Title 22 Regulations and County contract requirements. Interviews were conducted with the CFPs to assess the quality of care and supervision provided to the placed children.

CONTRACTUAL COMPLIANCE

CAD found the following four areas out of compliance:

Licensure/Contract Requirements

- Runaway procedures were not maintained by the FFA.

THE DANGERFIELD INSTITUTE OF URBAN PROBLEMS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
PAGE 2

The FFA's current Runaway procedures were not documented. The FFA submitted its revised runaway procedures as part of its Corrective Action Plan (CAP) on April 7, 2016. The CFPs received training on these procedures at an in-service training held by the FFA on March 16, 2016.

Recommendations:

The FFA's management shall ensure that:

1. The Runaway procedures are in accordance with the FFA contract.

Maintenance of Required Documentation and Service Delivery

- The FFA did not obtain or fully document efforts to obtain the DCFS Children's Social Worker (CSW's) authorization to implement the Needs and Services Plans (NSPs).

There was no DCFS CSW's signature approving the two NSPs; one was due on August 7, 2015 and the second was due on August 31, 2015. On March 30, 2016, the FFA re-trained the Social Workers on the protocol to ensure timely completion and submittal of NSPs.

Recommendations:

The FFA's management shall ensure that:

2. The FFA obtains or documents efforts to obtain the DCFS CWS's authorization to implement the NSPs.

Personal Needs/Survival and Economic Well-Being

- Encouragement and assistance not provided for Life Books or Photo Albums.

Three children did not have Life Books. On March 16, 2016, the FFA conducted an in-service training for the FFA Social Workers and CFPs, on encouraging and supporting the development of Life Books. The FFA's Social Workers and CFPs will collect and store memos that chronicle the child's life during placement.

Recommendation:

The FFA's management shall ensure that:

3. Encouragement and assistance is provided for a Life Book or Photo Album.

PRIOR YEAR FOLLOW-UP FROM DCFS CAD'S FFA CONTRACT COMPLIANCE REVIEW

CAD's last compliance report dated April 22, 2016 (review conducted in February 2015), identified 16 recommendations.

Results:

Based on CAD's follow-up, the FFA fully implemented 15 of 16 previous recommendations for which the FFA was to ensure that:

- The FFA is in full compliance with Title 22 Regulations and free of CCL citations.
- The FFA conducts an assessment of CFP prior to placing two or more children in the home.
- Safety inspections are conducted at least every six months or per approved Program Statement.
- CPFs complete annual training hours.
- Annual vehicle maintenance documentation for CFPs is maintained and car seats are utilized, as needed.
- All Common areas are well maintained.
- Children's bedrooms are well maintained.
- Money and clothing allowance logs are maintained.
- The FFA Social Workers develop timely Initial NSPs.
- The FFA Social Workers develop timely quarterly reports.
- The FFA Social Workers conduct required visits.
- The FFA facilitates educational goals and services are met.
- Initial medical examinations are conducted timely.
- Initial dental examinations are conducted timely.
- Children are provided with minimum weekly monetary allowance.

The FFA did not implement 1 of 16 recommendations for which they were to ensure that:

THE DANGERFIELD INSTITUTE OF URBAN PROBLEMS FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE REVIEW
PAGE 4

- The FFA obtains or documents efforts to obtain DCFS CSWs' authorization to implement the NSPs.

Recommendation:

4. The outstanding recommendation from the prior report is noted in this report as recommendation number two is fully implemented.

During the exit conference, the FFA's representatives expressed the desire to remain in compliance with Title 22 Regulations and Contract requirements and were in agreement with the findings and recommendations. The FFA's representatives stated that the FFA will implement procedures to strive towards greater compliance. A follow-up visit to verify implementation of the Corrective Action Plan is scheduled for a later date. The FFA will continue to consult with Out-of-Home Care Management Division for additional support and technical assistance and CAD will continue to assess implementation of the recommendations during the next review period.

Dangerfield Institute of Urban Problems

FOSTER FAMILY AGENCY

June 9, 2016

To: Christopher Jarosz, Children's Services Administrator I
Department of Children and Family Services
Contracts Administration Division Contracts Compliance Section
3530 Wilshire Blvd., 4th Floor
Los Angeles, CA 90010

DIUP CORRECTIVE ACTION PLAN (CAP)

The following is Dangerfield Foster Family Agency's Corrective Action Plan in response to our Contract Compliance Monitoring Review commencing on September 8, 2015 and conducted by DCFS Contracts Administration Division – Contracts Compliance Section. This Corrective Action Plan addresses the findings and recommendations identified during the Exit Conference on March 8, 2016. Agency Administrator is responsible for ensuring CAP implementation and Assistant Executive Director is responsible for ensuring CAP compliance. Dangerfield Foster Family Agency's Corrective Action Plan will be completely executed by April 30, 2015.

I. LICENSURE/CONTRACT REQUIREMENTS

ELEMENT #3 (SAFETY):

Does the FFA maintain runaway procedures in accordance with the contract?

CAD FINDINGS:

Agency has not documented its runaway procedures.

CORRECTIVE ACTION PLAN:

DIUP documented its Runaway (AWOL)/Missing Child Procedure and provided training to our certified parents (March 16, 2016) and foster care social workers (March 30, 2016). DIUP will modify procedure as needed to ensure compliance with DCFS and CCL requirements.

IV. MAINTANENCE OF REQUIRED DOCUMENTATION AND SERVICE DELIVERY

ELEMENT #27 (WELL-BEING):

Did the FFA obtain or document efforts to obtain the County worker's authorization to implement the NSP?

CAD FINDINGS:

Child 1: Emails requesting signature on the NSP sent to the CSW on 8/31/15 and 9/9/15. The NSP was due on 8/31/15. It was not signed by the CSW. **Child 4:** Emails requesting signature on the NSP sent to the CSW on 8/3/15, 8/11/15 and 8/13/15. The NSP was due on 8/7/15. It was not signed by the CSW.

CORRECTIVE ACTION PLAN:

DIUP's previous Corrective Action Plan stated FCSWs will submit Needs and Services Plans ten days in advance of the due date to ensure sufficient time for review and approval by DCFS CSW. FCSWs will provide the Program Administrator with the Needs and Services plan who will return the following day. FCSWs will make any revisions and begin to obtain the CSW's signature. The agency will clearly document FCSW's efforts in child's case file. FCSWs will be held accountable for making three attempts. If there is no response after three attempts, SCSW will be notified. FCSWs were trained April 21, 2015 on DIUP's updated procedure.

DIUP is continuous in our commitment to develop comprehensive NSPs that focus on measurable results. After current compliance review, DIUP clinical management assessed the current procedure (previously updated April 2015) and made further revisions to ensure CSW authorization to implement current Needs and Services Plan. FCSWs will submit NSP to Agency Administrator 5 days prior to the due date. Clinical management determined 5 days prior to the due date was ample submission time and submitting NSPs any further in advance led to continuous revisions to include important information/updates transpiring within those 10 days. Once NSP is approved by Administrator, FCSW will send NSP to CSW. The first three attempts to obtain CSW authorization will be completed no later than five days after the NSP due date. All three attempts (fax, email, follow-up telephone correspondence) will be attached to the NSP in the client's case file. FCSW will also have NSPs prepared prior to child's quarterly team meetings so that everyone, including the CSW, can provide their authorization at that time. All foster care social workers were trained on the updated NSP procedure March 30, 2016.

IX. PERSONAL NEEDS/SURVIVAL AND ECONOMIC WELL-BEING

ELEMENT #64 (PERMANENCY):

Does the certified foster parent encourage and assist children to update a life book or photo album?

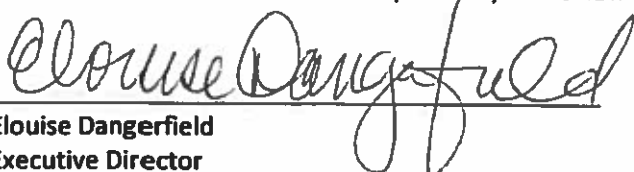
CAD FINDINGS (NEW FINDING):

Four children did not have a life book or photo album.

CORRECTIVE ACTION PLAN:

DIUP trained all certified parents (March 16, 2016) and foster care social workers (March 30, 2016) on life book/ photo album requirements. Certified parents will encourage all children to update and participate in having a life book or photo album. If a child refuses to participate in completing a life book or allowing the certified parent to keep photos of them, their unwillingness to participate should be documented in the child's weekly notes. Foster care social worker and certified parent will continue to encourage child's participation. However, regardless of a child's refusal/non-participation, certified parent still has the responsibility to collect and store mementos that chronicle the child's life during placement (pictures of their birthday cake, tickets to the homecoming dance, their favorite toy, etc.).

On behalf of Dangerfield Foster Family Agency, Executive Director, Elouise Dangerfield respectfully submits the aforementioned Corrective Action plan for your review.


Elouise Dangerfield
Executive Director

Date: 6/9/2016